



User Guide

How to Send Group Messages from a Shared Mailbox

Note on Mass Mailers

A mass mailer is an email message on a single topic that is sent to a large audience, such as all EPA employees or Headquarters employees. Mass Mailers are only sent on the following topics: Messages from the Administrator, Deputy Administrator or Chief Staff on a major EPA announcement; legally required messages (e.g. anti-harassment policy, EEO policy); Information Technology (IT) outages, emergency information, or information pertaining to a government shutdown.

With few exceptions related to IT outages, facilities updates, and security announcements, Mass Mailers are distributed by the Office of Internal Communications following a review process by the Office of the Administrator and Office of Public Affairs. For information about how to send a Mass Mailer announcement, please contact the [Office of Internal Communications](#).

The guidance below pertains to Group Messages, which (generally) originate at the office or program level and have a much narrower target audience than Mass Mailer announcements.

Overview

This quick reference guide will help you use Microsoft Outlook to send Group Messages from a shared mailbox. It provides guidance on:

- What a Group Message is and who can use Outlook to send one
- The difference between a distribution group and a dynamic distribution group
- What a shared mailbox is and how to create one
- How to view group owners and members
- How to add a shared mailbox to an Outlook mailbox
- How to access and send a Group Message from a shared mailbox in Outlook
- How to access and send a Group Message from a shared mailbox in the Outlook Web App (OWA)
- How to manage and update the membership of a shared mailbox
- Tips for using Bcc

What is a Group Message?

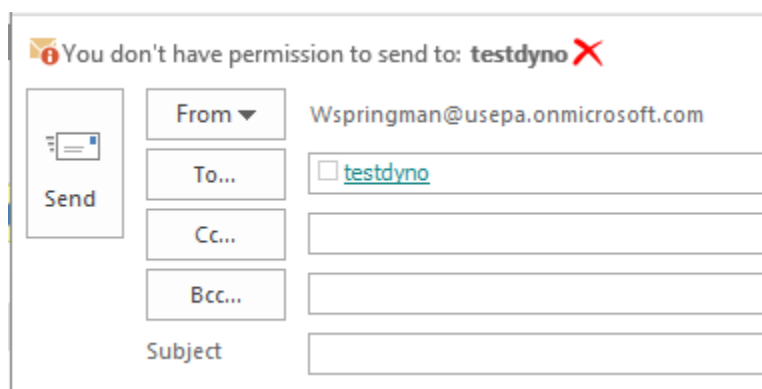
A Group Message is any email that an office/program sends to a large group of people, such as a targeted group of employees in a specific office or an entire program office.

Sending out Group Messages

- You must have access to send from a shared mailbox in Outlook. Follow the *How to View Group Owners and Members* section below on how to gain access to a shared mailbox.
- Most employees who send out Group Messages want their names hidden. In Outlook, this is referred to as a *Send As* shared mailbox. This type of mailbox will hide the sender's name, ensuring that the sender's inbox does not receive email responses, bounce backs or out of office responses. When setting up your shared mailbox for Group Messages, let your [Local Help Desk](#) know that the shared mailbox is designated for Group Messages and they will designate it as a "*Send As*" mailbox. If you do not do this, the shared mailbox will automatically default to *Send on Behalf Of* and your name will appear in the sender's field.

What is the Difference Between a Distribution Group and a Dynamic Distribution Group?

- A distribution group is a regular email group such as OEI-All-DC. All distribution groups are part of the Global Address List (GAL). If you need to establish a new distribution group, please contact your [Local Help Desk](#) for assistance. If you see the mail tip (example below), after inserting a distribution group into an email, stating that you do not have access to that group, contact your [Local Help Desk](#) for access.
- A dynamic distribution group is an email group that Outlook develops from identifying factor(s), such as all EPA mobile device users, and automatically updates. Only authorized users have access to send emails from these groups.



What is a Shared Mailbox and How Do I Create One?

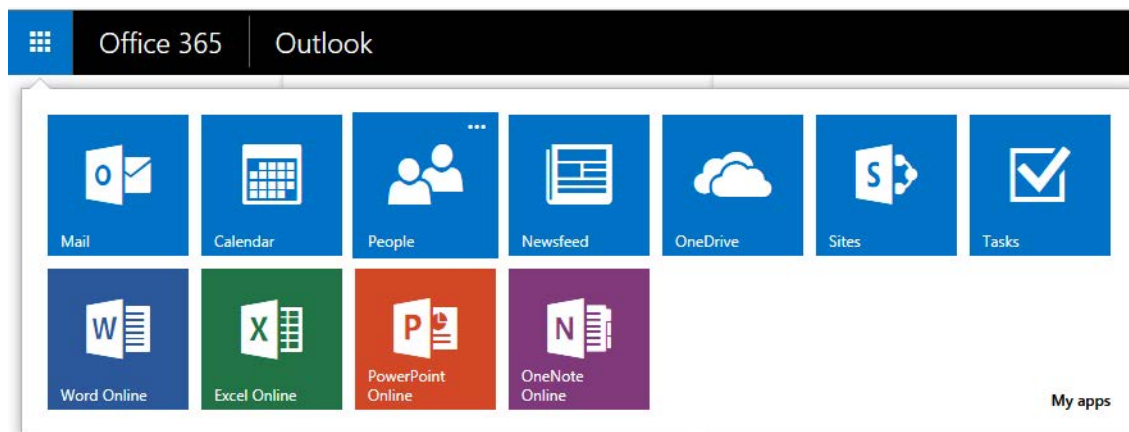
Shared mailboxes are just like your own mailbox, but do not have a license or require authentication. The group's owners manage these type of mailboxes. Only owners/members of the shared mailbox group can send

emails from that mailbox. To have a shared mailbox created, contact your [Local Help Desk](#) and let them know you need the shared mailbox for Group Messages. To identify who the owner of an established shared mailbox is please see directly below.

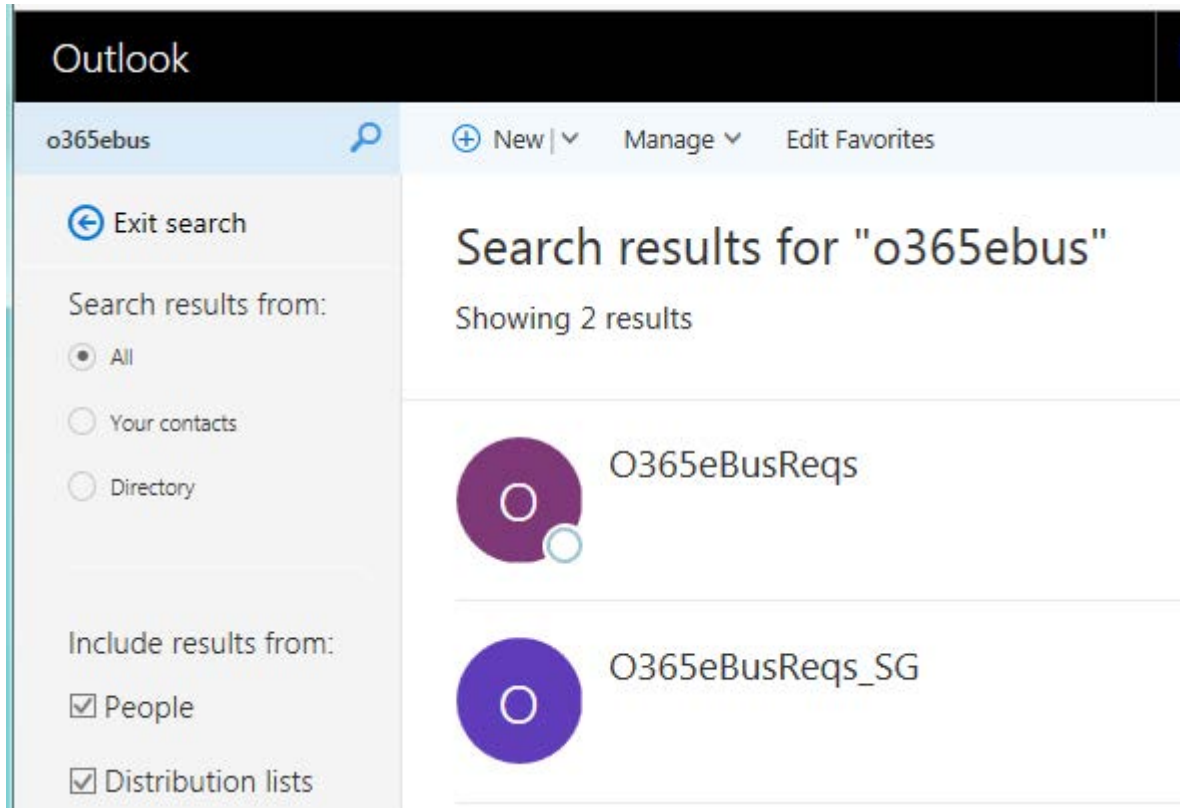
How to View Group Owners and Members

You cannot view group owners/members in a shared mailbox while in Outlook, so please log into OWA - EPA's web-based email option in Office 365 Web Services.

1. Access OWA by logging into [My Workplace](#). Then click on the app launcher menu on the Office 365 navigation bar. You are now in the Agency's Office 365 Web Services.
2. Click on the *Mail* icon to view your email content, and then select *People*.



3. Once you are in *People*, type the name of your shared mailbox group name in the search bar. The group will have the same name as the Group Message shared mailbox, but with a _SG at the end — such as OEI Notification2_SG or GroupMessage_SG. See below for an example.
4. When you click on a group and highlight it, you can see the fields for members and owners to the right. **If you need access to a shared mailbox, please contact the member(s).**

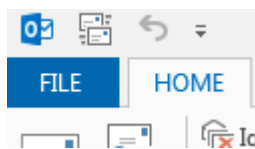


5. Owners can control owners and members of this group. Members can only view who the other owners/members are. Remember, to access a shared mailbox, you will need to be a member of the group.

How to Add a Shared Mailbox to Your Outlook Mailbox

If using Outlook to send Group Messages, you must first add the shared mailbox to your EPA personal Outlook mailbox. After completing this step, you will be able to access the shared mailbox from your personal Outlook mailbox.

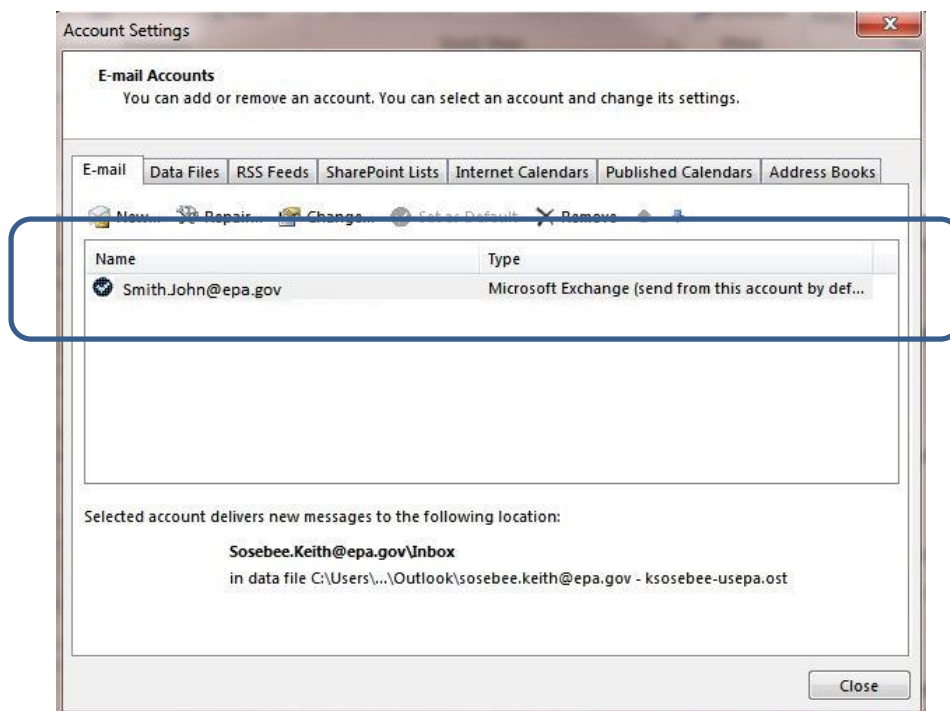
1. From your desktop version of Outlook click on *File*.



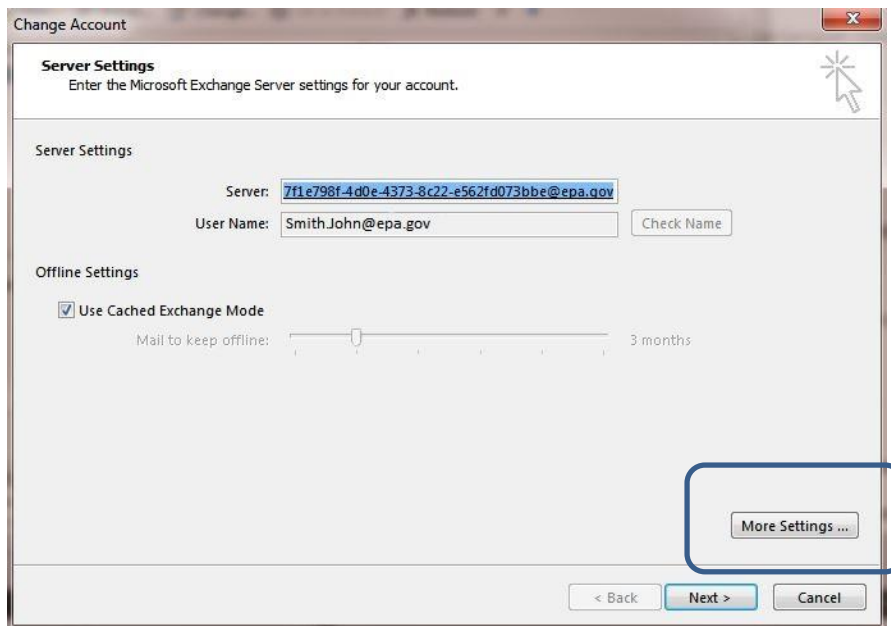
2. Select *Account Settings/Account Settings*.



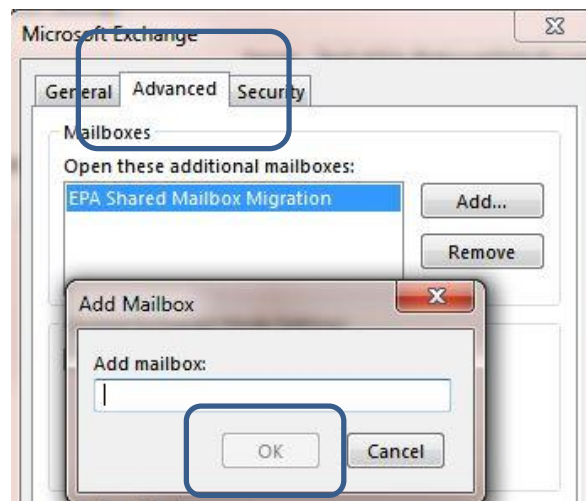
3. Double click the email account – for example Smith.John@epa.gov.



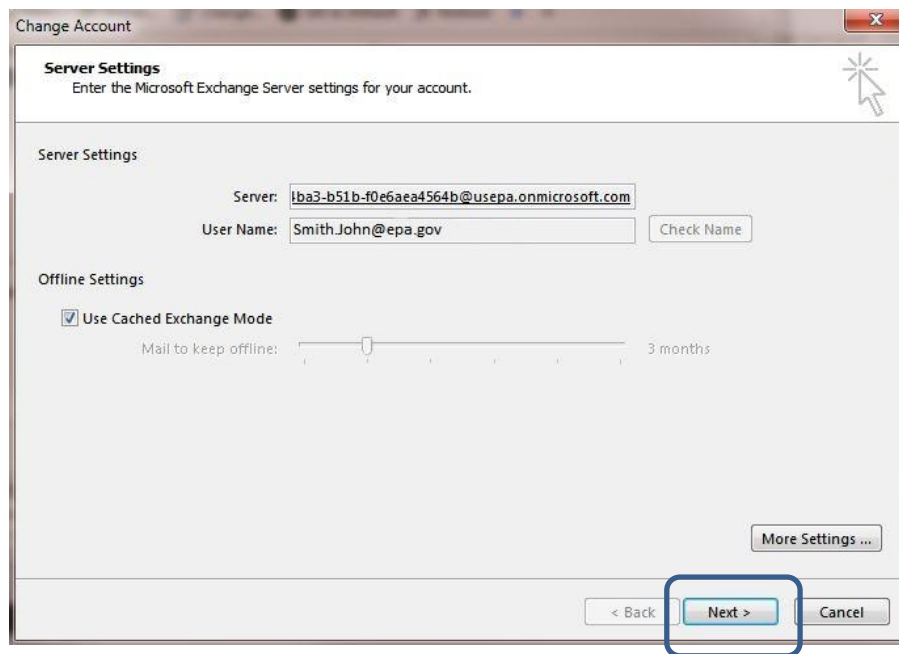
4. Select *More Settings*.



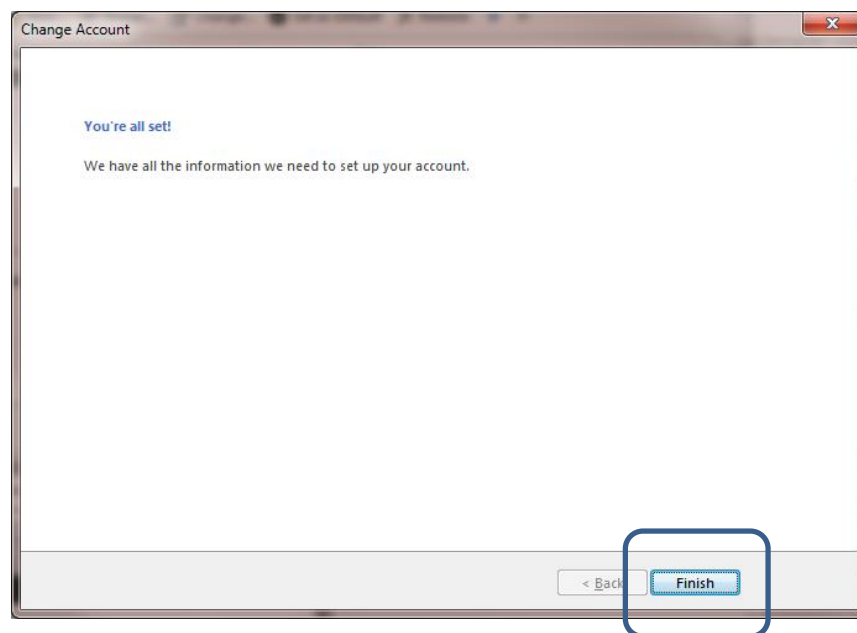
5. Click on the *Advanced Tab* and Select *Add or Remove*. Type the name of the mailbox in the open field – the name must be typed in exactly for Outlook to locate. Then click *OK*.



6. Click *Next*.

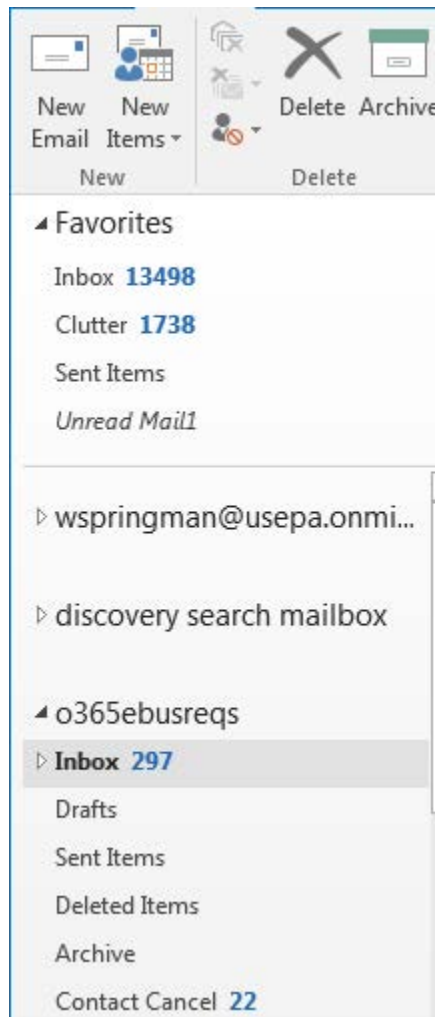


7. Click *Finish*. You will now see the mailbox on the left side under your personal mailbox.



How to Access a Shared Mailbox in Your Outlook Mailbox

1. Once you have added the shared mailbox to your Outlook mailbox, you will see the mailbox on the left-hand side where you also see your own personal mailbox and folders. To expand the folder, click on the carrot to the left of the mailbox.



2. When you are drafting an email for a Group Message, your drafts will automatically be stored in your personal drafts folder in your personal Outlook mailbox. You can simply move your draft to your Group Message shared mailbox drafts folder by dragging and dropping the message into the drafts folder.
3. Without certain registry setting changes, sent and deleted items from the shared mailbox will also go to your own sent and deleted items folders. You can modify this setting by contacting your [Local Help Desk](#). Please keep in mind that **YOU MUST** be logged into your computer for this change to be successful.

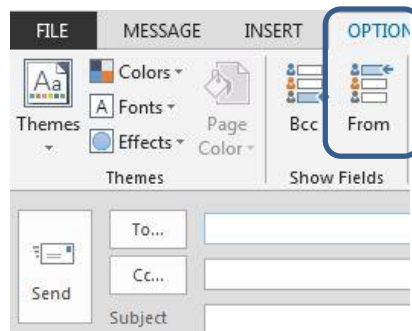
How to Send a Group Message from a Shared Mailbox in Outlook

Using a shared mailbox to send a Group Message is similar to sending a regular email.

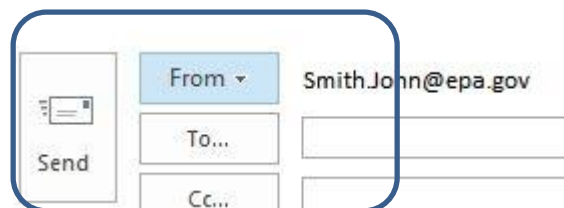
1. Log into your Outlook as you normally would to read or send an email.
2. Click on *New Email*.
3. **IMPORTANT: Remove your personal signature line from your EPA mailbox. If you do not remove this personal contact information, it will be included in the Group Message email.**
4. Check to see if *From* option is above the To Line. If you see *From*, then skip to step 7 below.



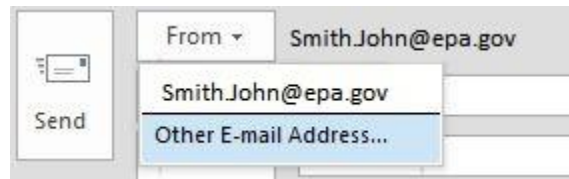
5. If you do not see *From*, then select the *Options Tab/Show* and click on *From Option* at the top of your email screen.



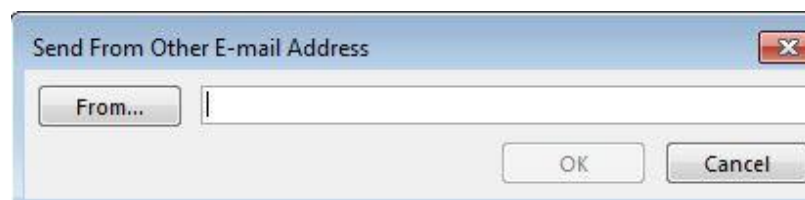
6. After selecting the *From* option, you will always see the *From* option when sending out a new email.



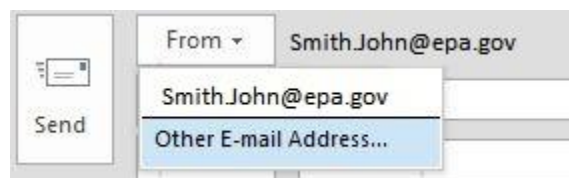
7. Click on *From*. You should see all the shared mailboxes you have permission to send from. If you see your shared mailboxes in the *From* drop down menu, skip to step 11 below.



8. If you do not see your shared mailboxes in the *From* drop down menu – you will need to add them.
9. To add your shared mailboxes to your *From* line, click on the *From* line. Then select *Other E-mail Address* and type in the name of the shared mailbox into *From* and click *OK*. You must type in the exact name for Outlook to locate the mailbox.



10. Then click *OK* and your shared mailbox will be added to your *From* line. Once added, you will always be able to select your shared mailbox using the *From* drop down menu.
11. Select your shared mailbox using the *From* drop down menu.




12. **IMPORTANT:** If you do not select a different email address in *From*, Outlook will automatically send the email out under your EPA personal mailbox.
13. You next need to add the Group Message recipient(s). You can type a recipient directly into your *To*, *Cc*, & *Bcc Lines*, **OR** you can search the GAL by clicking on *To*, *Cc*, & *Bcc Lines* and searching for the name or group you intend to email.

To...	<input type="text"/>
Cc...	<input type="text"/>
Bcc...	<input type="text"/>

Choose Sender: Global Address List

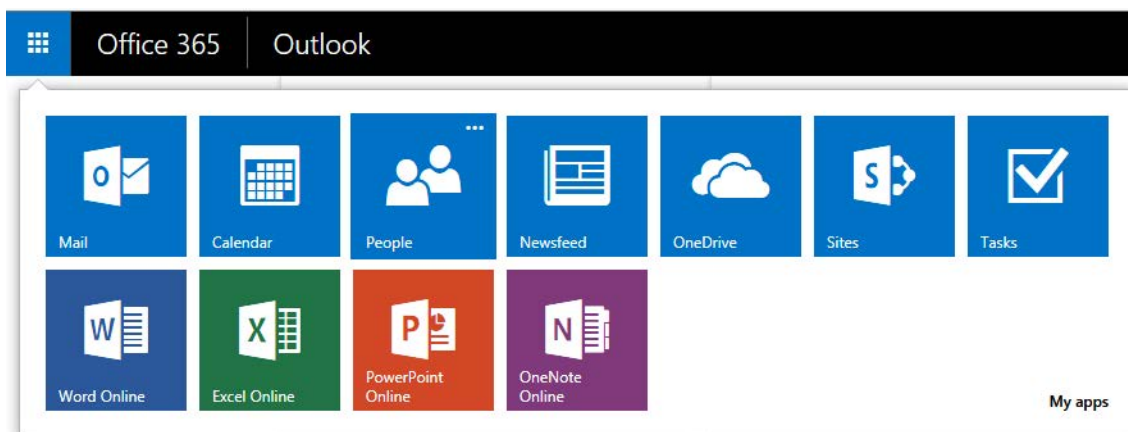
Search: ☒ Name only ☐ More columns **Address Book**

Name	Title
 O365eBusReqs	

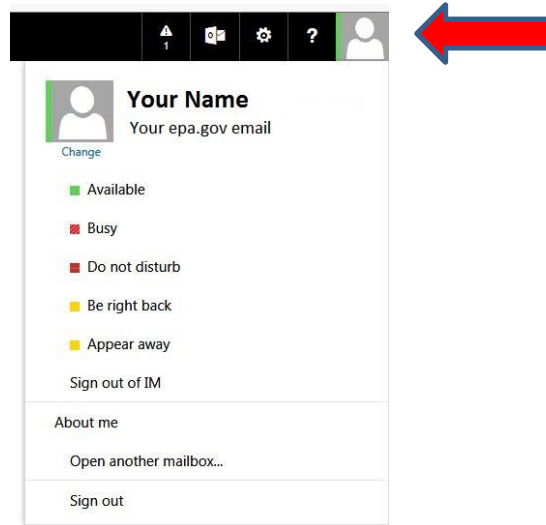
14. Type in your Group Message subject and body of your message and you are ready to hit send. The body and subject of each message is like any regular email. You can type whatever you like, or paste your desired message into the body from a template that you have created separately. Keep in mind that any draft you create will be stored in your EPA personal mailbox drafts folder. You can move the message from your drafts folder simply by dragging and dropping the message into the shared mailbox's drafts folder.

How to Access a Shared Mailbox in OWA

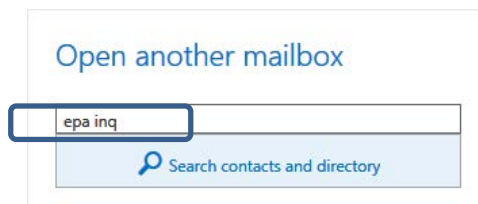
1. Access OWA by logging into [My Workplace](#). Then click on the waffle menu on the Office 365 navigation bar. You are now in the Agency's Office 365 Web Services. Click on the *Mail* icon to view your email content.



2. Click on the far top right to see a drop down menu. If you have not added a photo, you will see an outline of a person. Example below.



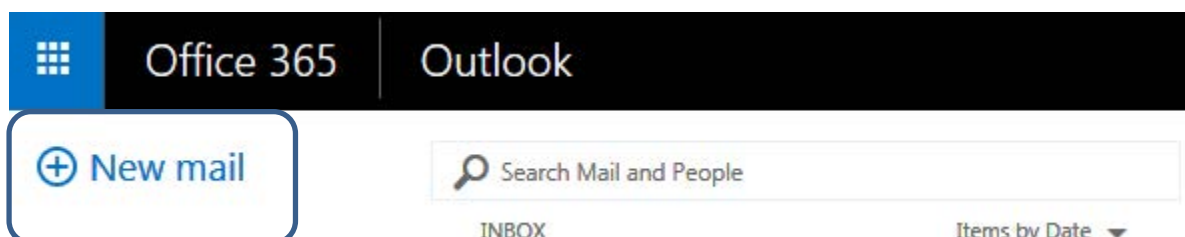
3. Choose *Open another mailbox*.
4. Type in the name of the shared mailbox you are searching for and select *Open*. You can also search the directory, by clicking on *Search contacts and directory*.



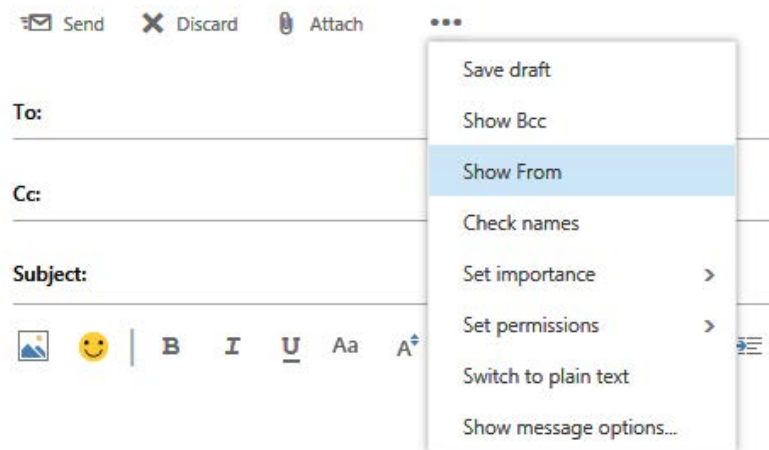
5. You will now be in the selected shared mailbox.

How to Send a Group Message from a Shared Mailbox in OWA

1. Once you are in the Group Message mailbox from which you plan to send a Group Message, click *+ New mail* in the upper left corner.



2. Your new email will show in the reading pane of the mailbox.
3. Remove any personal signature line from your EPA mailbox – try to get in the habit of deleting the signature information before adding the content to the body of the email. **IMPORTANT: If you do not remove this personal contact information, it will be included in the Group Message email.**
4. If you want to show *From* and *Bcc*, click on the three dots that will be at the top of your new email and select them.

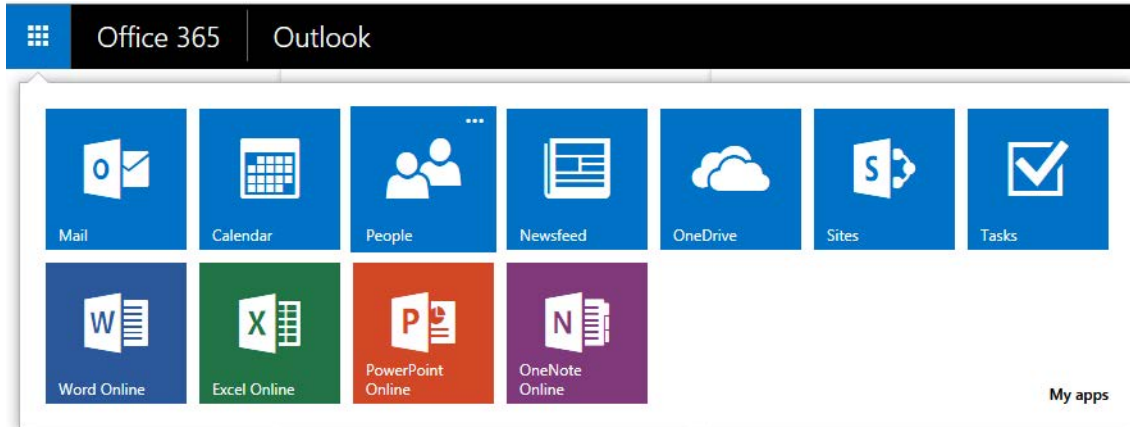



5. Type in your Group Message subject and the body of your message, and you are ready to hit *Send*. The body and subject of each message is like any regular email. You can type whatever you like, or paste your desired message into the body from a template that you have created separately.

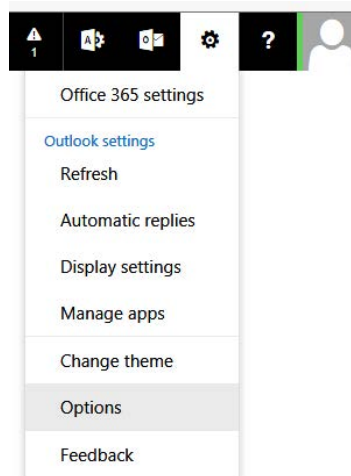
How to Manage and Update the Membership of a Shared Mailbox Group in OWA

Currently, the best approach to managing a shared mailbox is in OWA. Do not use Outlook to manage or update your shared mailbox.

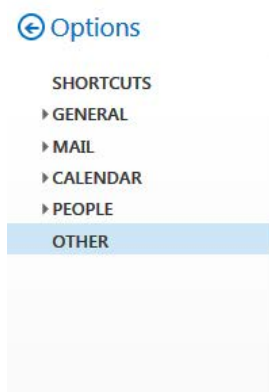
1. Access OWA by logging into [My Workplace](#). Then click on the waffle menu on the Office 365 navigation bar. You are now in the Agency's Office 365 Web Services. Click on the *Mail* icon to view your email content.



2. In the top right-hand corner, you will see a  cog. Select *Options*.

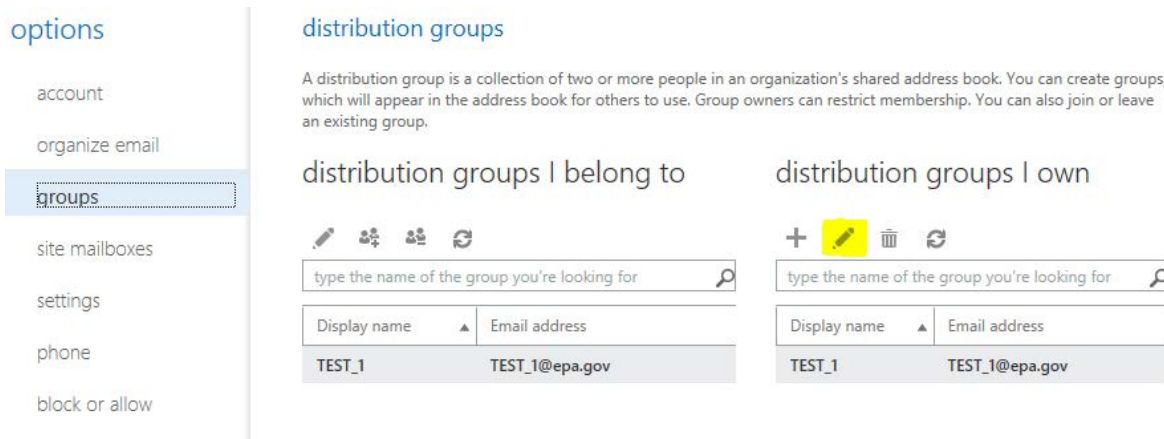


3. On the left side of the page, select *Other*.

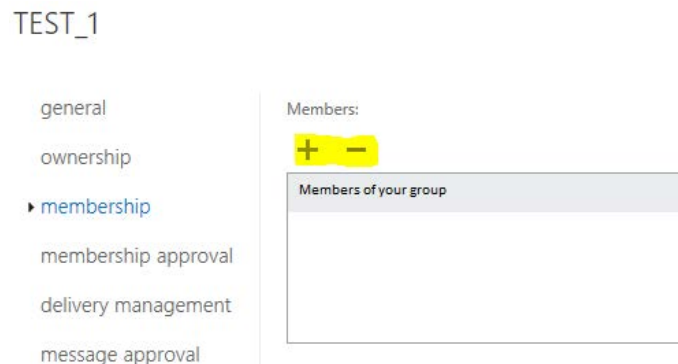


We're remodeling the Outlook Web App Options. If you can't find an option, please go to the earlier version by visiting the following link.
[Go to the earlier version](#)

- Look to the left of the page and select *groups*. You will then see *distribution groups I belong to* (member) and *distribution groups I own* (owner). To update/change a group membership that you own, just double click on that group or highlight by clicking once and then click on the pencil.



- Select either *ownership* or *membership*. Owners can control other owners and members of this group. To access the shared mailbox, you must be a member of the group. Please keep in mind that when an owner adds you as a member to this group, it can take 24-48 hours to see the updated membership in the Outlook. You will have immediate access in OWA. Use a *Plus* to add and a *Minus* to remove. **Note: It is best to keep ownership to a minimum. The more owners a shared mailbox has the more chances there are for issues to occur.**

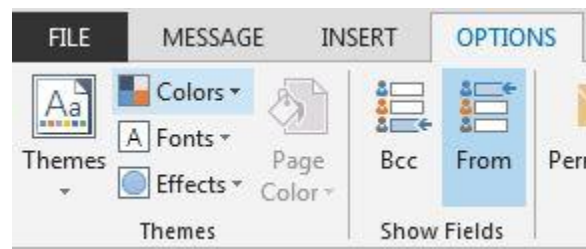


Tips on Using Bcc

- Bcc can be useful in managing a *Reply All* situation. If you were to add a specific email group in *To* instead of *Bcc*, anyone who receives this message can hit *Reply All* and respond to everyone in *To* or *CC*.

However, if you use *Bcc* for all your addresses and put the shared mailbox group name in the *To* field, all responses, whether they hit *Reply* or *Reply All*, will go only to your Group Message shared mailbox.

- To ensure that the *Bcc* line always shows when sending out a new email in Outlook, click on the *Options Tab/Show Fields* and select *Bcc*. After selecting the *Bcc Option*, you will always see the *Bcc line* when sending out a new email.



For More Information

You can get one-on-one help with any question about how to use Microsoft tools, including sending a Group Message from a shared mailbox, by calling the [How-to Help Center for Microsoft Applications](#) at 1-(866) 411-4EPA (4372) and selecting option 6.

Technical Assistance

For technical assistance, please contact your [Local Help Desk](#).